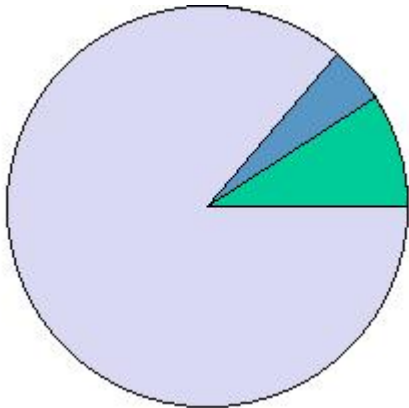


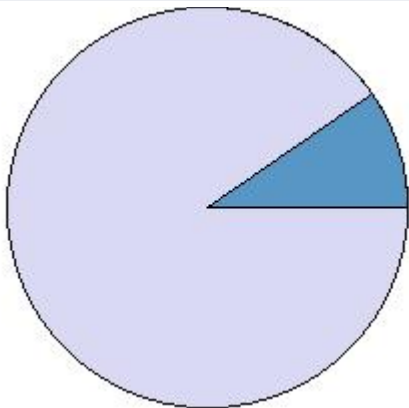
Who is being surveyed?



- Member ★
- Provider ★
- General Public ★

| | Response Total | Response Percent |
|-------------------|----------------|------------------|
| Member ★ | 94 | 86% |
| Provider ★ | 5 | 5% |
| General Public ★ | 10 | 9% |
| Total Respondents | | 109 |

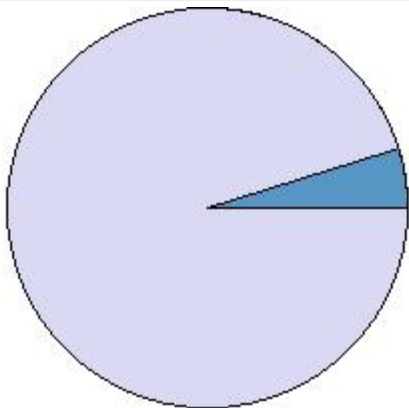
Was the representative you spoke with knowledgeable?



- Yes
- No

| | Response Total | Response Percent |
|-------------------------|----------------|------------------|
| Yes | 94 | 90% |
| No | 10 | 10% |
| Total Respondents | | 104 |
| (skipped this question) | | 5 |

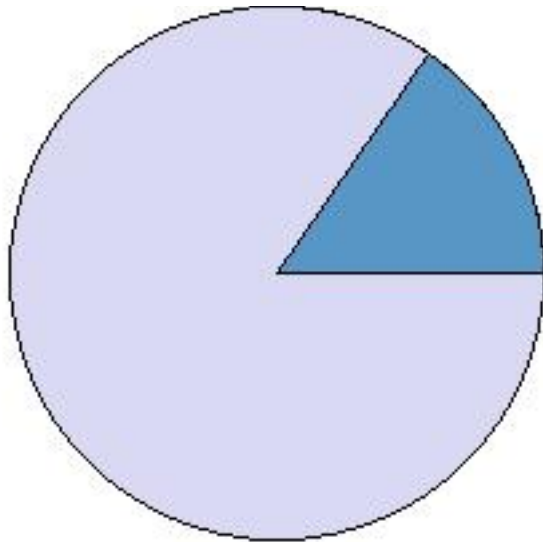
Was the representative professional and courteous?



- Yes
- No

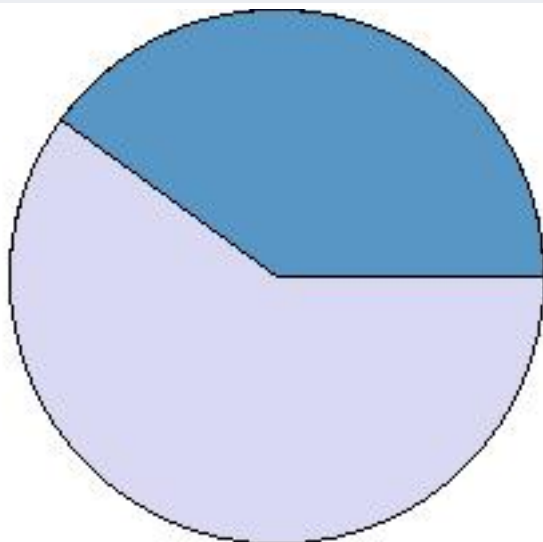
| | Response Total | Response Percent |
|-------------------------|----------------|------------------|
| Yes | 99 | 95% |
| No | 5 | 5% |
| Total Respondents | | 104 |
| (skipped this question) | | 5 |

Did the representative answer all your questions?



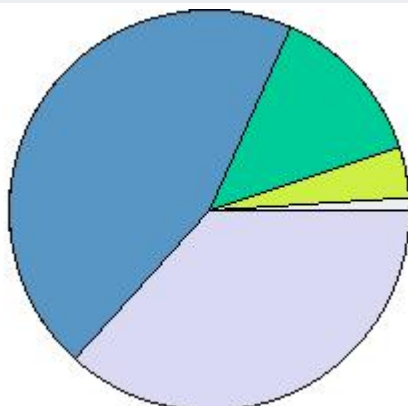
| | Response Total | Response Percent |
|--------------------------------------------------|----------------|------------------|
| Yes | 88 | 85% |
| No | 16 | 15% |
| Total Respondents (skipped this question) | 104 | 5 |

When the representative could not answer your question did he or she provide other solutions?



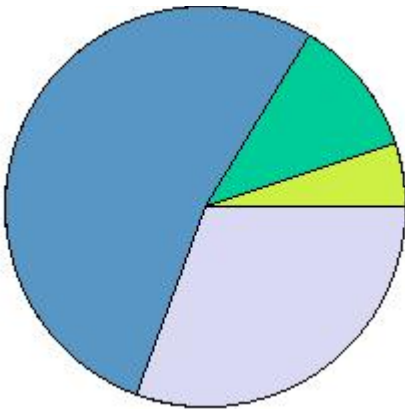
| | Response Total | Response Percent |
|--------------------------------------------------|----------------|------------------|
| Yes | 9 | 60% |
| No | 6 | 40% |
| Total Respondents (skipped this question) | 15 | 94 |

How would you rate the representative you spoke with?



| | Response Total | Response Percent |
|--------------------------------------------------|----------------|------------------|
| Great | 36 | 37% |
| Good | 44 | 45% |
| Average | 13 | 13% |
| Below Average | 4 | 4% |
| Bad | 1 | 1% |
| Total Respondents (skipped this question) | 98 | 11 |

How would you rate your overall experience calling our Communications Center?



| | Response Total | Response Percent |
|-------------------------|-------------------|---------------------|
| Great | 30 | 31% |
| Good | 52 | 53% |
| Average | 11 | 11% |
| Below Average | 5 | 5% |
| Bad | 0 | 0% |
| Total Respondents | | 98 |
| (skipped this question) | | 11 |